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ANNUAL REPORT

MESSAGE FROM

FIRE CHIEF MIKE IRWIN

As I begin writing the message to all of you who read our annual report, I have to reflect on a year that has been one of the most challenging in my 38 years in the fire service.

I do not think any of us realized the impact that the pandemic would have not only in our professional lives, but in our personal lives as well. I would like to take a moment to remember all of those that have fallen and those that have been impacted by the on-going pandemic. Please know that we are all in this together, and I truly believe that we will all get through this together.

I want to also say thank you to all of the partnerships that have developed during these trying times, and I can say without a doubt that the Northwest Arkansas Region should be very proud of the cooperation and teamwork that all of us have given to try and make NWA a better place. We have seen partnerships in Law Enforcement, Fire, EMS, School Districts, Hospitals, and cities go above and beyond to try and keep NWA as safe as possible. I want to thank all of them for their commitment and support to all of NWA.

I would be remised if I did not recognize the men and women of the Springdale Fire Department for their never-ending commitment to providing services for our community and region. They simply came to work each day and did what they do each and every day all while facing an unknown enemy in the pandemic and really not knowing how it would impact them, their families, and our region. No one ever

complained, or gave any indication that the times were bothering them, although as we all know, it had to. Not only were they worried about themselves, their families and co-workers, they were worried about those that they have been assigned to protect. As we kept seeing the numbers increase for those that were testing positive for COVID-19, it had to be a drain on all of them that our efforts seemed to be less than adequate, and while we always tried to figure out ways to reduce the spread, they never gave up and continued to provide the best possible service. I want to thank all of you for your commitment and strong work through this year.

Good things continue to happen as another new station was opened and another is nearly 60% complete while I write this letter. We have also completed the new training center facility which should open in late February of 2021. We have also been regraded on our ISO rating and are awaiting the final determination, but early information leads us to believe that we will retain our ISO Class 1 rating. We continue to maintain our accreditation for both CFAI and CAAS which shows our overall commitment to our city and the citizens that we serve. We are blessed to have such support from our Mayor, City Council, and you our citizens. Thank you all so much and please help each other when you can and be positive that good things continue to happen in our great city.

Yours in Service,

Michael J. Irwin



DEPARTMENT

MISSION, VISION, & VALUES

MISSION

To save lives, protect property, and minimize the effects of all emergencies in the City of Springdale.

VISION

To provide emergency response services as well as fire and life safety education for all of those in Springdale, Arkansas.

VALUES

SERVICE **FIDELITY**
DEDICATION

CITY & DEPARTMENT DEMOGRAPHICS

49.7

Square Miles

POPULATION

81,552

ANNUAL BUDGET
\$14,766,540

133

Number of
Uniformed
Personnel

4

Number
of Civilian
Personnel

8

Fire
Stations

9

Engines

8

Medics

4

Ladders

2

Brush
Trucks

1

USAR/
Rescue
Unit

1

Hazmat
Vehicle

STRATEGIC PLAN

ACCOMPLISHMENTS

Due to the COVID-19 Pandemic, the department has been limited in its ability to accomplish its goals set forth in its Strategic Plan. The goals that have seen significant progress are listed below. Also listed are several accomplishments the department had during 2020. This is the progress made with the major goals listed in the new 2020-2025 Strategic Plan.

GOAL



STATUS

Deliver the best EMS service possible to the Citizens of Springdale.

The department has improved its CQI program to be more effective and evaluate more incidents faster than before.

Add required staffing to meet the needs of facilities and support staff.

Staffing models and studies have been conducted and presented to the city. We are still awaiting feedback from city leaders.

Continue evaluation of resource deployment and station locations.

This has been an ongoing process and will continue to be. After Station 9 is staffed, there will be a need to re-evaluate city-wide.

Identify tech rescue efficiency gaps and begin identifying methods of closing those gaps.

The technical rescue captains have evaluated training props and implemented a plan for improvements.

Continue to improve the health and wellness program and improve participation in the employee assistance program.

This has been an ongoing project and the department has seen improvements, but will continue to dedicate resources to improve.

Increase/Improve Supervisor succession Planning and Education.

Still undergoing evaluation for most effective results.

Complete training facility and associated master plan projects.

Training facility will be completed in February 2021.

Begin closest unit dispatching for all calls utilizing CAD system.

CAD and closest unit dispatch is expected to be implemented by November 2021.

MAJOR ACCOMPLISHMENTS

CUSTOMER SERVICE SURVEY RESULTS

Was the 911 operator courteous & professional?

EXCELLENT 84%

GOOD 8%

Were the 911 operator's instructions useful and clearly provided?

EXCELLENT 77%

GOOD 12%

Was the Fire Department's response timely?

EXCELLENT 96%

GOOD 4%

Was your emergency crew helpful, courteous & professional?

EXCELLENT 96%

GOOD 4%

Was the care or help you received appropriate?

EXCELLENT 95%

GOOD 4%

Was our billing service Digitech, helpful, courteous, and professional?

EXCELLENT 85%

GOOD 15%

Took Possession of Engine 9 and Brush 7

Switched entire city to AWINS statewide radio system

Conducted in-house recruit training academy composed entirely of SFD personnel due to pandemic restrictions

Station 8 completed and staffed July 2020

Began construction on Station 9 and Training Center

Developed exceptional protocols and procedures to keep exposure risks on incidents and in the stations to a minimum.

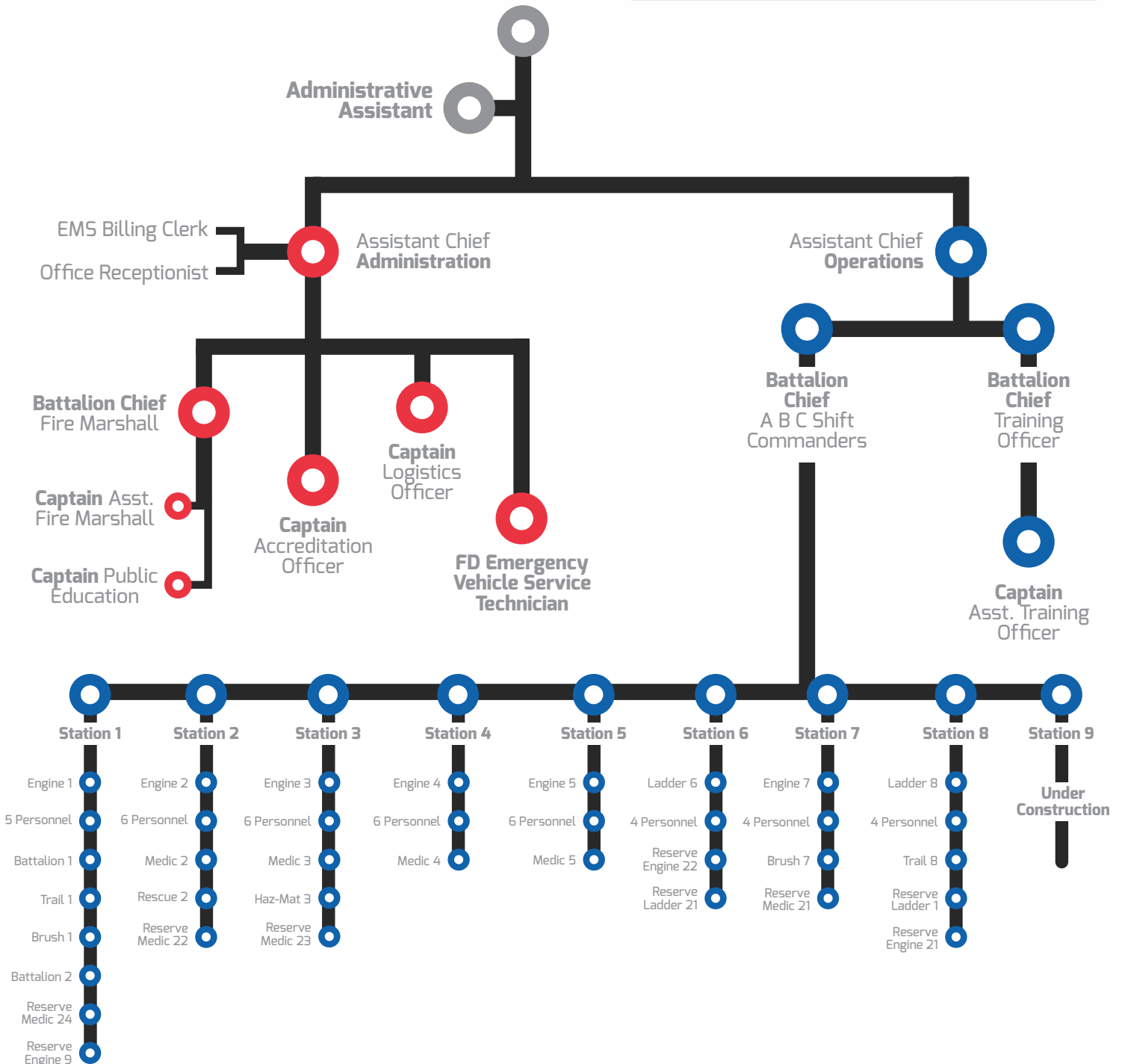
Moved to Mobile-Eyes building inspection and risk assessment program

Changed to Digitech EMS Billing Company

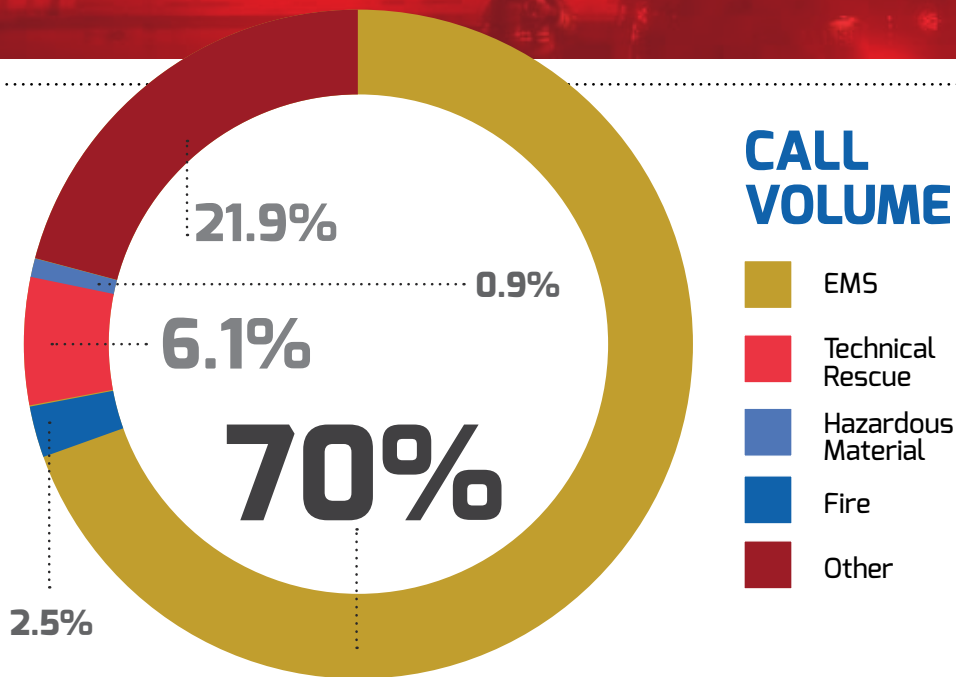
Absorbed Bethel Heights and their fire response area into City of Springdale

ORGANIZATIONAL CHART

Fire Chief



EMERGENCY RESPONSE ACTIVITY



90%
Response
Time Call to
1st Arrival

7
MINS.

AND

30
SECS.

Response times have
had a significant
increase due to
COVID-19 PPE
Precautions.

Emergency Calls Within Springdale

5,733 **EMS**
Calls

204 **Fire**
Calls
(includes structure fires,
brush fires, vehicle fires,
and fire alarms)

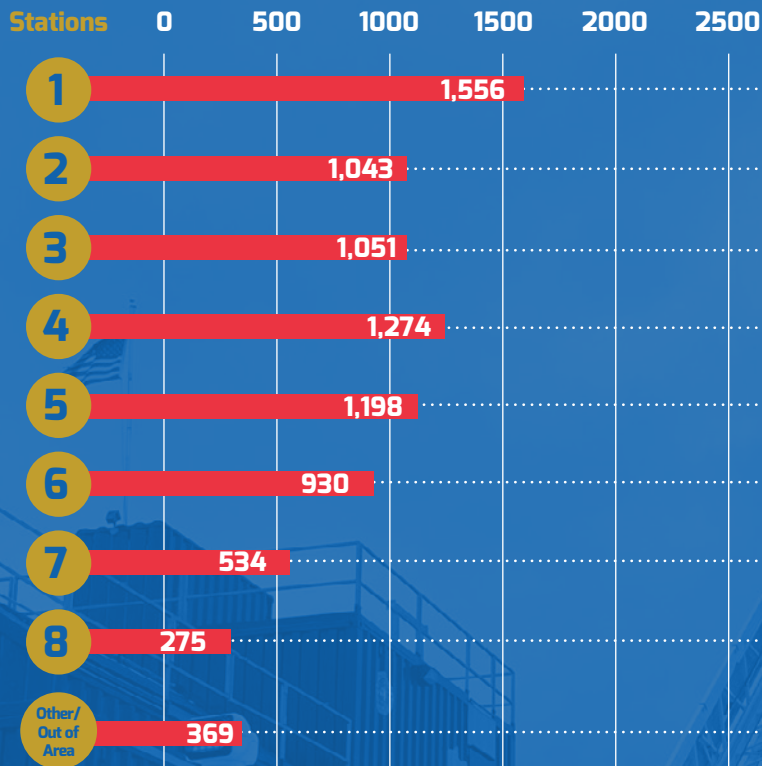
506 **Technical**
Rescue Calls
(includes car accidents,
construction accidents,
open water incidents,
high angle rescue, and
industrial accidents)

72 **Hazardous**
Materials
Calls
(includes gas leaks,
carbon monoxide
alarms, and chemical
emergencies)

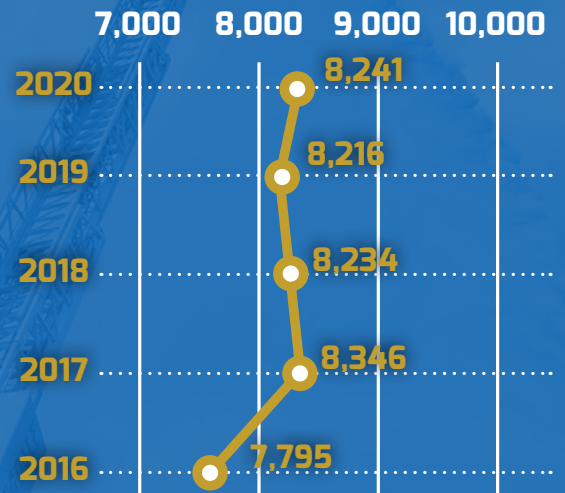
1,726 **Other Calls**

8,241 **TOTAL**
CALLS

CALL VOLUMES

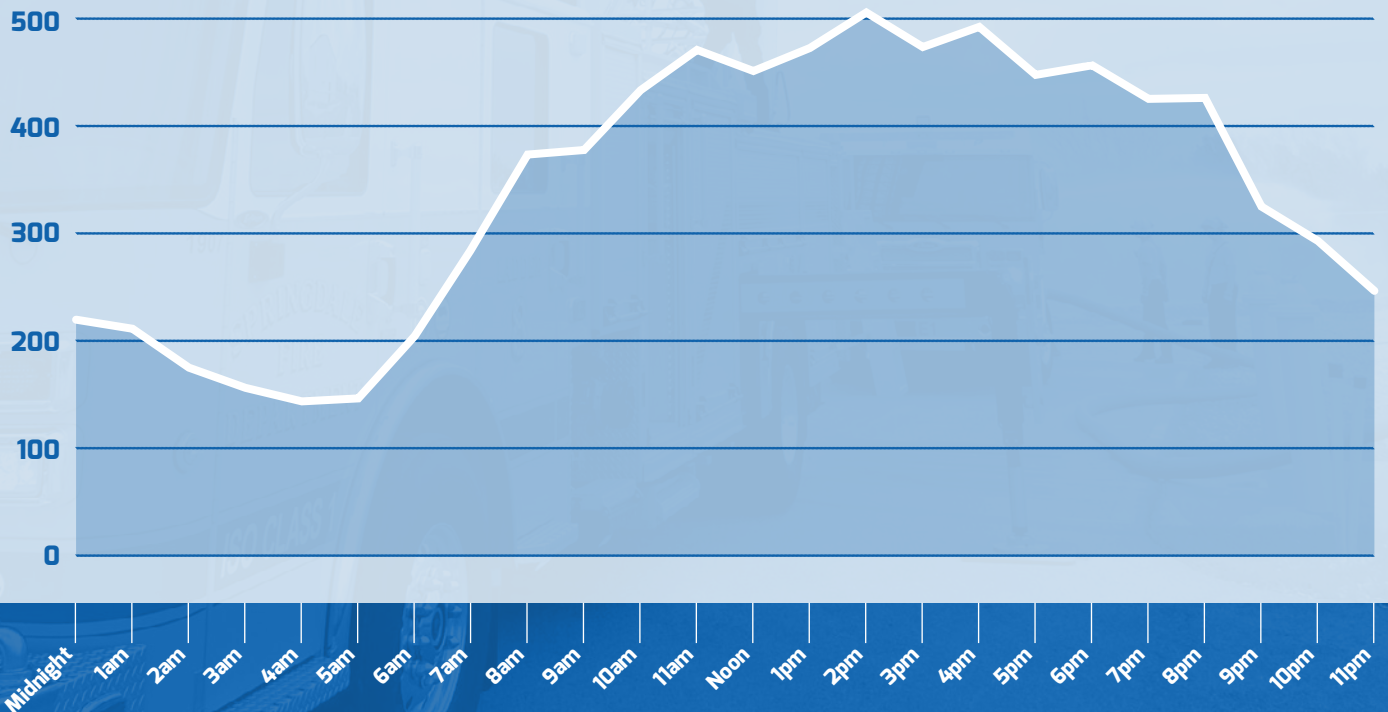


TOTAL CALL VOLUME BY YEAR



These call volumes include responses to surrounding communities based on automatic aid agreements with other departments.

RESPONSES BY HOUR OF THE DAY



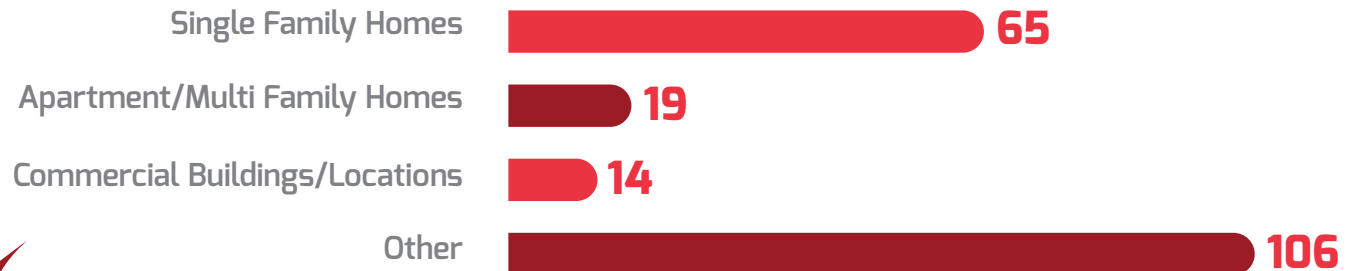
UNIT RESPONSES

UNIT	2017	2018	2019	2020	TOTALS
BAT1	397	351	292	290	1,330
BAT2				4	4
BR1	46	38	18	12	114
BR 7			14	11	25
E1	2,030	2,081	1,906	1,693	7,710
E2	1,479	1,360	1,308	1,243	5,390
E3	1,246	1,104	1,145	1,206	4,701
E4	1,612	1,558	1,503	1,450	6,123
E5	1,302	1,268	1,305	1,342	5,217
E7			342	659	1,001
HM3	8	10	7	6	31
L1/L8	880	915	801	801	3,397
L6	1,563	1,564	1,358	1,160	5,645
M2	1,994	1,923	1,882	1,886	7,685
M3	1,908	1,821	1,757	1,770	7,256
M4	2,015	1,956	1,928	1,974	7,873
M5	1,787	1,768	1,797	1,839	7,191
R2/ USAR 2	5	5	14	23	47
TRL1 and 8	4	3	1	2	10
Totals	18,276	17,725	17,378	17,371	70,750

FIRE ACTIVITY

WITHIN CITY LIMITS

FIRE ACTIVITY



FIRE CONTAINMENT

54%

Contained to
Room Where
Fire Started

EMS ACTIVITY

Top 10 Call Types

1

TRAUMA

2

BEHAVIORAL

3

WEAKNESS/
MALAISE

4

RESPIRATORY

5

CARDIAC

6

ABDOMINAL
PAIN

7

ALTERED
LEVEL OF
CONCIOUSNESS

8

SEIZURES

9

BACK PAIN

10

OVERDOSE

ALERT ACTIVITY

84

TRAUMA
ALERTS

53

CARDIAC/
STEMI
ALERTS

94

STROKE
ALERTS

24

SEPSIS
ALERTS

Trauma Alerts are used to notify local hospitals of patients with moderate to major trauma injuries. This allows for EMS to transport patients to a hospital with proper facilities and equipment. The faster a patient receives the proper definitive care, the better the outcomes are.

STEMI/Cardiac Alerts are used to notify the closest appropriate facilities of a patient with a blockage of the blood supply to the heart or "heart attack". The sooner the facility is alerted, the sooner they are able to provide the correct intervention and reduce damage to the heart muscle.

Stroke alerts allow for the patient to receive the proper medicine or other intervention sooner to prevent any further damage to the brain.

Sepsis alerts are to notify the hospital when a patient meets criteria for sepsis to allow for immediate treatment

Cardiac Arrest

114

25.4%

were resuscitated with return of
Spontaneous Circulation

128
COVID CASES

TRAINING

A C T I V I T Y



TRAINING HOURS

TOTAL TRAINING:

48,587
Hours

FIRE TRAINING:

23,060
Hours

EMS TRAINING:

5,408
Hours

HAZMAT TRAINING:

1,828
Hours

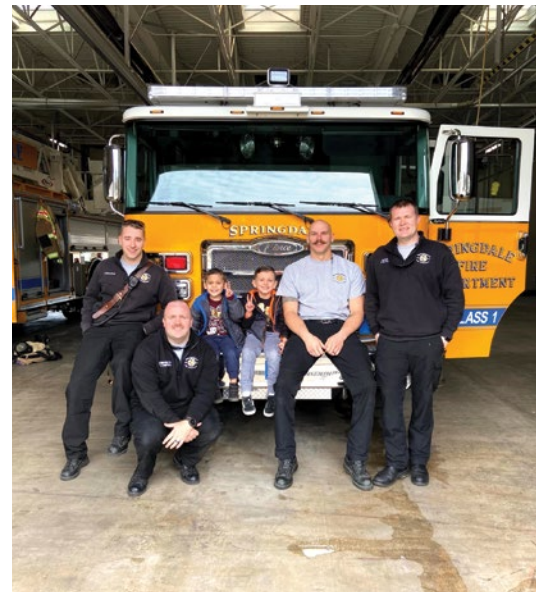
TECHNICAL RESCUE
TRAINING:

3,148
Hours

Springdale Fire Department personnel hold the following certifications:

- Advanced Cardiac Life Care
- Pediatric Advanced Cardiac Life Care
- Prehospital Traumatic Life Support
- Tactical Combat Casualty Care
- HAZMAT Technician
- Technical Rescue Technician and Specialists including Rope, Confined Space, Vehicle Extrication, Swift Water, and Trench Rescue

COMMUNITY RISK REDUCTION D I V I S I O N

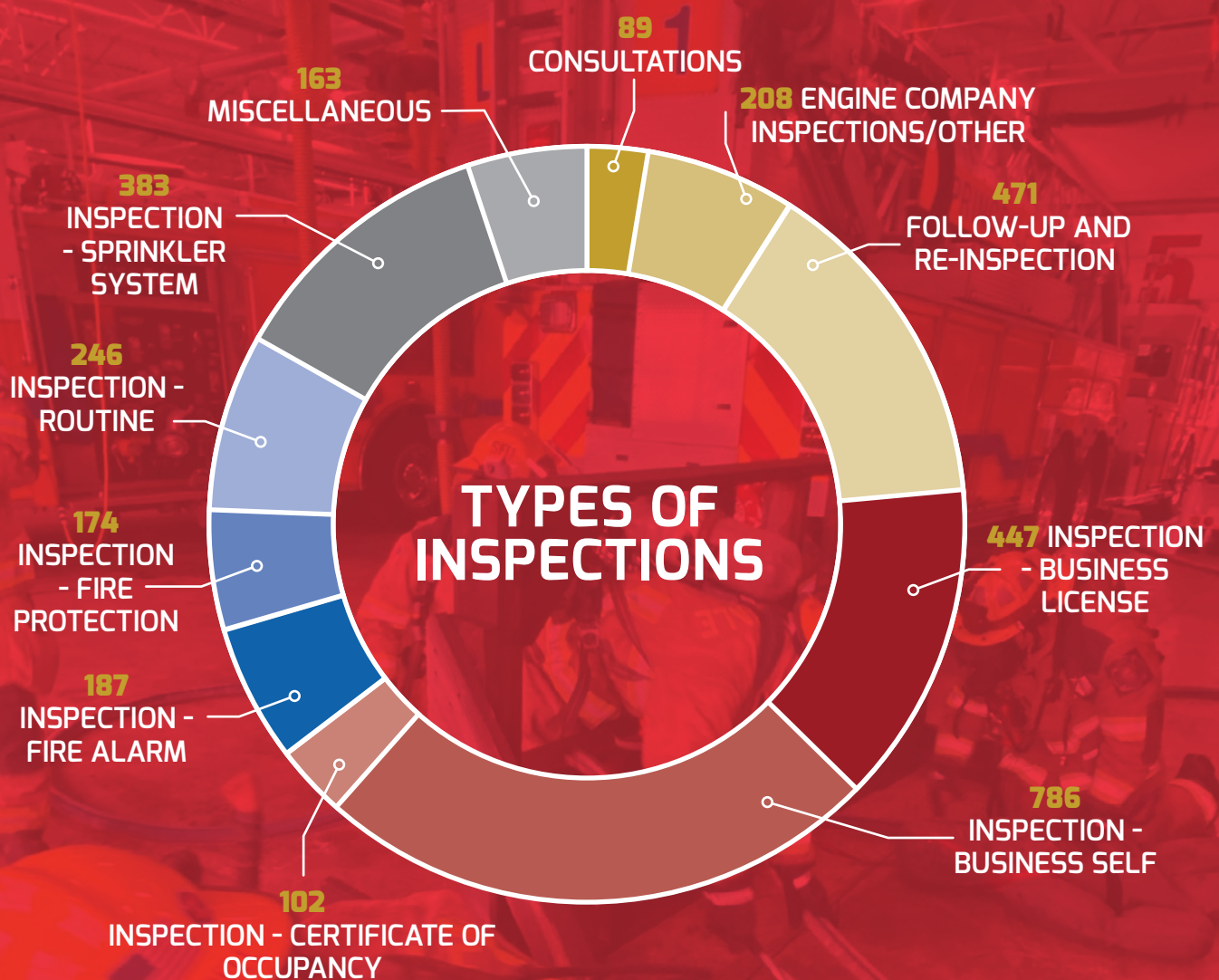


PUBLIC EDUCATION EVENTS

- Fire Safety Discussions
- Bleeding Control Classes
- CPR Training for Non-Profits
- Fire Extinguisher Training
- Fire Safety House Demonstrations
- Fire Prevention Week Education Programs
- Recruitment Events
- Festivals and Community Events

Due to COVID-19 precautions in-person public education events were scaled back significantly.

However, the department made great efforts to reach out through virtual communication platforms and its social media presence.



47
Fire Investigations

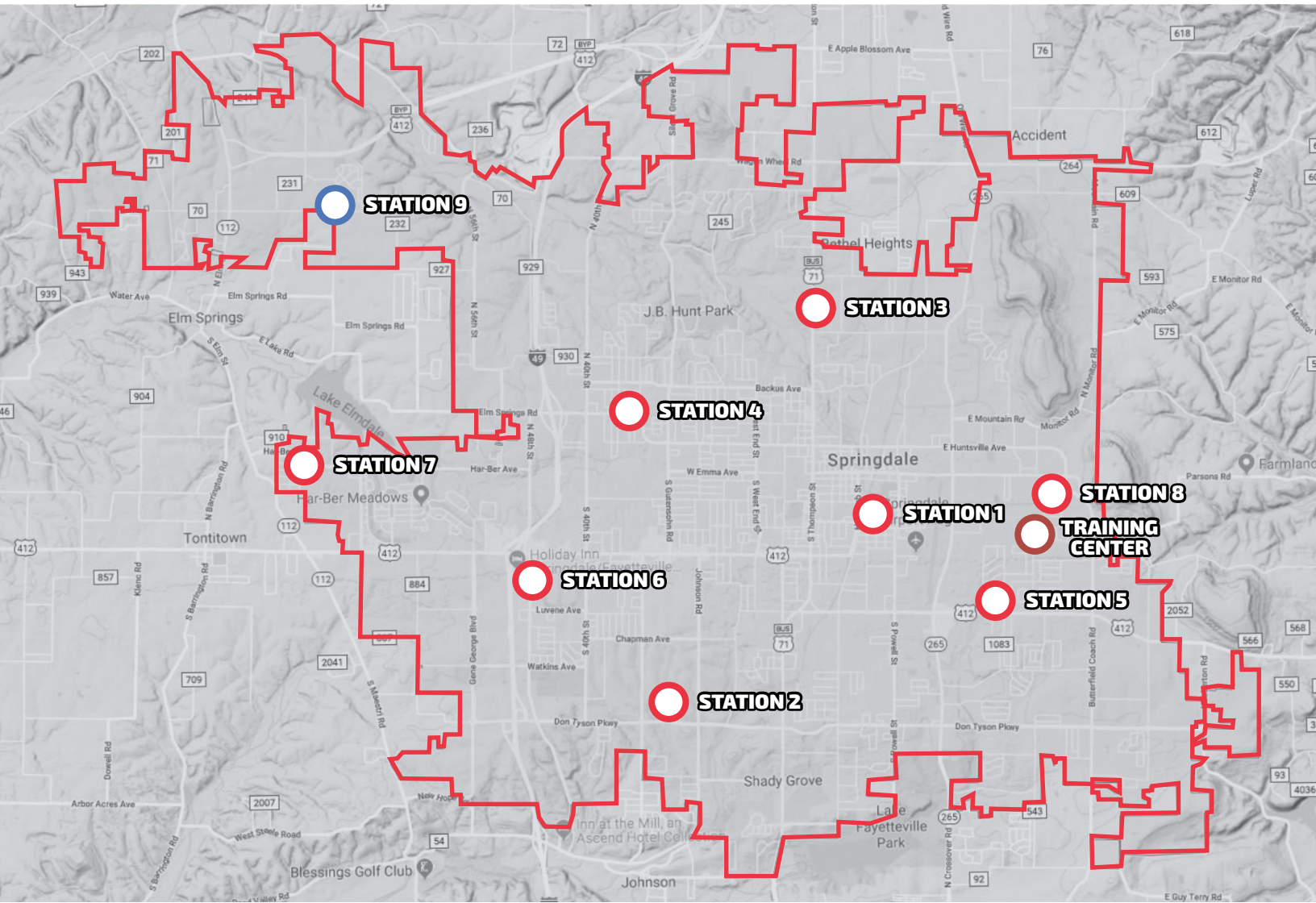
\$1,360,880
Total Dollar Loss

\$79,613,397
Total Value Saved

98.3%
Save vs. Loss

**Potential Dollar Loss is the actual dollar value of the structure as per the Property Appraiser's Office. It indicates what the dollar loss would be if the structure were completely destroyed by fire. This dollar amount includes the contents of the structure, which is generally considered to be 30% of the structure's value.*

STATION LOCATION M A P



LOCATIONS

Station 1

417 Holcomb St. | Springdale, AR 72764

Station 2

1660 W. Don Tyson Pkwy. | Springdale, AR 72764

Station 3

730 Glass Dr. | Springdale, AR 72764

Station 4

3420 Elm Springs Rd. | Springdale, AR 72762

Station 5

1776 E. Robinson Ave. | Springdale, AR 72762

Station 6

1623 S. 48th St. | Springdale, AR 72762

Station 7

7867 Harber Dr. | Springdale, AR 72762

Station 8

2246 E. Huntsville Drive

Station 9 - Coming Soon

7561 W. Downum Road

Training Center

2398 Turnbow Avenue



www.springdalear.gov/165/Fire-Department